NEW MEXICO JUDICIAL BRANCH

CASE MANAGEMENT SPECIALIST III
(Classified)

TARGET SALARY: $46,112-$92,223 annually, or $22.169-$44.338 hourly depending upon experience (pay range HH)
LOCATION: Varies, statewide locations
JOB CODE: 1157JB
FLSA STATUS: Non-Exempt
BENEFITS: Competitive benefits package offered

ADMINISTRATIVE OFFICE OF THE COURTS (AOC)

The Administrative Office of the Courts exists to enable the courts of New Mexico to accomplish their mission through:

- Ensuring that the courts have adequate, equitably distributed resources.
- Ensuring that the courts have and use current technology.
- Providing a fair and equitable statewide human resources system.
- Developing and implementing improved court processes and supporting courts in their use.
- Collecting and providing information on and for the courts.
- Ensuring sound financial, budgeting and procurement practices in the management of court resources.
- Maintaining liaison with the legislative and executive branches of state government.

GENERAL STATEMENT OF DUTIES

Acting under general supervision, utilize advanced case management expertise to assist court customers with compliance of conditions imposed by courts, including financial sentences. This job classification is for use at the Administrative Office of the Court's Court Operations Division.

EXAMPLES OF JOB DUTIES

- **The Case Management Specialist III** is responsible for communicating and assisting with a high volume of pro-se and represented court customers statewide who are approaching compliance deadlines or are out of compliance.
- Conducts quality assurance reviews of court case data entered such as citation, warrant, financial, and personal identifier data.
- Seeks solutions to errors or omissions found during the course of the quality assurance audit and works with the court to correct the case data entered.
- Processes, maintains, and distributes documents, files, and case materials and provides statewide customer service providing general information without giving legal advice.
- Provides general and complex customer service and serves as a liaison between the court and pro se litigants, and other judicial entities.
- Researches automated, hard copy, and microfiche files for case status data and reviews research completed by others for accuracy and corrects errors using the case management system.
- Complies with public record requests; assures compliance with statutory retention schedule and the Public Records Act.

- Verifies information contained in the electronic record and assists the court customer with steps toward compliance with orders of the court.
- Confirms bench warrants for law enforcement agencies and revises incorrectly issued warrants.
- Reviews and audits case files to determine the accuracy of notices of failure to appear, compliance with failure to appear, criminal summons and other notices, tax intercept, and collection agency submission.
- Prepares and processes submission of failure to pay summons, required notices to other state agencies, and submission for third-party collections.
- May assists managers statewide in preparing submission files for Tax Refund Intercept Program (TRIP) and Collections, preparing daily compliance call lists, and preparing TRIP and Collections invoices.
- Notifies courts of compliance measures taken by defendants and follows up to determine that the correct action is taken promptly and in accordance with all laws, rules, and procedures.
- Assists with revisions to policies and compliance practices as needed.
- Reviews and prepares correspondence, notices, emails, and text reminders of upcoming complaints deadlines, and provides backup to other division personnel as needed.
- Performs purchasing or other financial duties, and reviews the court's financial transactions.
- May serve as information systems site coordinator or back up to site coordinator.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of the New Mexico statutes, regulations, policies, and procedures, and in particular, as they relate to conditions imposed by the court; distinguishing informational assistance from legal advice; customer service practices, legal terminology; case processing/case management systems; auditing case files; Court Clerk's Procedures Manual and Code of Ethics; Language Access and the Certified Language International Interpreting Programs; judicial organizational structure and jurisdiction; research methodology; and court fee accounting practices.

MINIMUM QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Four (4) years of experience in court case processing, a legal secretarial or a directly related field such as advanced customer service, data processing, and banking/financial experience, of which two (2) years must be in New Mexico court case processing.

Experience Substitution: None.

Certification: May be required to obtain and maintain certification for the National Crime Information Center (NCIC) database.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all-inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job. Work performed in an office setting. A valid driver's license and travel may be required. The assigned work schedule may include nights, weekends, holidays, and overtime. The employee must regularly interact positively with co-workers, clients, the public, judges, and justices.

** This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed **

BENEFITS

- Medical/Dental/Vision/Rx, Short, and Long Term Disability Insurance Programs, employeeassistance program (EAP) [http://www.mybenefitsnm.com/]
- State paid life insurance, supplemental and dependent life insurance
- Optional flexible spending accounts for medical, day-care, and travel expenses
- Paid vacation and sick leave up to eight (8) weeks
- Eleven (11) paid holidays
- Up to 12 weeks of paid parental leave
- Deferred Compensation 457(b) plan
- Lifetime Defined Benefits Retirement Plan [http://www.nmpera.org/]
- Flexible work schedules and alternative work locations*
- Free health care, Rx, and lab work at the facility (Stay Well Health Center) in Santa Fe, NM
- Bilingual compensation*
- Training and career development opportunities
- Higher education opportunities, educational leave, and tuition reimbursement
- May qualify for the Public Service Loan Forgiveness Program (PSLF)
- May receive overtime holiday or shift differential pay*
- May receive physical fitness leave*
- What are your benefits worth? Click here to find out

These benefits vary by job classification or need

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History of Job Description: Dev: 10/25/19, Benefits updated: 02/26/21, title change from Court Compliance Specialist to Case Management Specialist III: 03/30/22, Audit: 12/31/22, Rev. Pay Ranges: 07/08/23, 07/06/24, 07/05/25, 07/04/26

The state of New Mexico is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age or disability. The state provides reasonable accommodations to the known disabilities of individuals in compliance with the Americans with Disability Act. For accommodation information or if you need special accommodations to complete the application process, please contact the Administrative Office of the Courts Human Resources Division at 505/470-7205. Applications and resumes including a supplemental application must be submitted to apply. Applications may be found online at nmcourts.gov.